



COVID-19 AND THE NATIONAL LOCK-DOWN: The Way Forward

26 March 2020

Dear Member

As the full impacts of the nationwide lock-down come into effect, we'd like to reassure our members that the CIBE MA will continue delivering essential services throughout the period while still respecting the call for isolation and safeguarding the health and safety of our service providers and precinct management.

Our structured precinct management response will continue to actively support the authorities and ensure the precinct, including its properties and businesses, remains safe and protected over this critically important period, incorporating a series of special interventions:

Precinct Management: Visible and engaged

Our public areas will be closed until further notice. However, we have special authorisation from the authorities for our Precinct Managers to carry out on the ground patrols, twice a day, seven days a week. We will ensure that the precinct security personnel are operating at optimal levels, supporting the authorities and keeping an eye out for potential issues, such as looting and any other forms of public unrest. Reporting and following up on municipal faults remain a priority. **As our eyes and ears during the lockdown**, our Precinct Managers will be issued with clearly identifiable reflector vests and vehicle signage branded 'Precinct Management - Essential Service' to ensure a steadfast and visible presence during this time of uncertainty. We will be holding daily virtual Operational Meetings to brief the Chairman of the CIBE MA Board of the day's operations.

Security: Stable and connected

As private security is deemed an essential service, the full precinct security contingent will continue to be on duty 24 hours per day to protect our precinct and ensure the safety of private property and businesses, as such:

- Our 24-hour control rooms remain the central command of all our locations.
- The public can keep themselves updated through our latest news update and by checking our social media pages.
- Our emergency helplines will be continually manned and will be open to all those who need assistance.

With our on-the-ground visibility in support of the authorities, there will be no space for opportunistic and undesirable behavior. In the interest of protecting the interest of members, our precinct management team also has full operational protocol to report on any non-compliance with Lockdown Regulations and we therefore urge members to report any suspicious or non-compliant activity in the precinct.

24-hour emergency helpline: 086 124 4258



Other services

From Friday there will be no on-ground precinct cleaning and utility staff as these are not considered essential services. However, our Precinct Managers will be there to co-ordinate waste removal. Our management team will also serve as first-responders to fault reporting (for other essential services such as water, sewer and streetlight repairs) to the Municipality which will continue to be attended to. Security personnel have been briefed to cover basic cleaning in order to keep our precinct as maintained as possible. We are actively drafting contingency plans and communicating with all of our service providers should the Lockdown continue past the 16 April.

Keep connected with us, and use this time to share your business' good news

Looking ahead, we're committed to being a credible source of information and our communications team will endeavor to share information that is relevant and useful to our precinct only. **We invite you as a member of the CIBE MA to share with us any positive and inspiring news, business learnings or proactive measures you are taking to mitigate the effects of the Lockdown.** With your permission, these inspiring stories of innovation will be shared across our various platforms to foster a culture of celebrating the wins as each day progresses.

Please engage with us as we navigate this unprecedented time successfully to the other end while at the same time continue working with the authorities to protect assets and keep our precinct safe and clean.

24-hour emergency helpline: 086 124 4258

Website: <https://cibe.co.za/>

Email: divinia@urbanmgt.co.za

In these uncertain times, the best way forward is to ensure that guidelines provided by Government are followed. The CIBE MA fully supports this initiative and therefore requests that in public places, the utmost care and attention is taken to following the guidelines.

Assuring you of our ongoing commitment during this time,
The CIBE Management Association